

1909 INTERPRETER SERVICES

Chapter: **Services for Children, Youth, and Families**

Section: **Community-Based Services**



New Hampshire Division for Children, Youth and Families Policy Manual

Policy Directive: **07-20**

Effective Date: **October 2007**

Scheduled Review Date:

Approved:

A handwritten signature in blue ink that reads "Maggie Bishop".

Maggie Bishop, DCYF Director

Related Statute(s): [RSA 126-A](#), [RSA 169-B](#), [RSA 169-C](#), [RSA 169-D](#), [RSA 170-G](#), and [RSA 521-A](#)

Related Admin Rule(s):

Related Federal Regulation(s):

Related Form(s): **FORM 2103**

Bridges' Screen(s) and Attachment(s):

Purpose

To define the purchased service specification for Interpreter Services.

Definitions

"Interpreter Services" means the use of an individual who explains or translates linguistic information to accomplish understanding on the part of a family member or child.

"Service Code" is IT.

"Service Population" means children ages' birth through 20 years and families who require a linguistic interpreter.

"Service Unit" means one (1) hour.

Policy

Provider Qualifications

I. The provider for Interpreter Services must:

- A. Be a qualified interpreter, as defined by RSA 521-A:1 IV;
- B. Have the ability to translate either orally or in writing linguistic information for the deaf, hard of hearing, or for those who speak a foreign language;
- C. Meet with the CPSW or JPPO prior to service delivery to discuss confidentiality, case information, court dates, court protocol, and billing procedures; and
- D. Maintain billing records that reflect court dates, location of service, and service provision.

Service Provision Guidelines

I. Interpreter Services must be authorized by the CPSW or JPPO based on a court order or a non-court agreement between DCYF and the family.

II. Interpreter Services include:

- A. Translation and assistance in communication among the court, DCYF, and the child or family; and

- B. Assistance to the child and family with DCYF procedures and forms.

Payment/Billing Procedures

- I. The CP or JJ Supervisor must:
 - A. Ensure that no other resource is available to provide the service;
 - B. Ensure that the provider can best meet the identified need of the family; and
 - C. Notify the Certification Unit at State Office about each provider to be enrolled and provide the name of the service provider, his or her address and telephone number, and the approximate dates of service;
- II. The CPSW or JPPO must authorize payment of Interpreter Services, based on a court order, non-court or voluntary agreement between DCYF or DJJS and the child's family;
- III. The CPSW or JPPO requests services and/or placements from a certified provider by contacting the provider and arranging for the child and/or family to receive services, obtaining agreement on the begin date of service, length of service and/or number of units to be provided. Once the CPSW or JPPO finalizes the arrangements with the provider, the CPSW or JPPO notifies the fiscal specialist by Form 2103 via e-mail, note or verbal notification of the child to receive services.
- IV. Services provided without a "Service Authorization" will not be paid.
- V. The provider uses the services authorization as an invoice for services provided and submits the invoice to the county human services administrator pursuant to RSA 126-A:3 II-a and RSA 169 who then forwards the invoice to DCYF for payment.
- VI. No payment is allowed for bills received after one year from the date of service pursuant to RSA 126-A:3 II.
- VII. Mileage and tolls are not billable
- VIII. Payment includes the time required to travel from the interpreter's home to the family member.
- IX. Interpreter services provided in a court setting are not billable to DCYF or DJJS.

Practice Guidance

What is the Service Rate for this Service?

- Refer to [Item 2700 Rates](#) (Fiscal Management Chapter, Rates Section) for current rate.